

ABSTRACT

A lab network access server is disclosed in accordance with an embodiment of the present invention. The lab network access server is coupled to a customer network server through a packet switching network. The customer modem device includes a customer modem device and is coupled to an end-user modem device employed by an end-user. In a diagnostic scenario, the end-user initiates a call through the customer network access server modem device, which is setup for pass through operations. The customer network access server, upon receiving the call information, routes the call information to the lab network access server for termination thereof. The lab network access server operates to diagnose problems associated with the customer modem device and includes a lab modem device. Upon the customer modem device failing to successfully communicate with the end-user modem device, the lab modem device receives a succeeding call from the end-user modem device using a pass-through mode of tunneling, through the packet switch network, and terminates the succeeding call thereby allowing diagnosis and debugging of the failure associated with the customer modem device to be performed at the location of the lab network access server. In a modem wholesale scenario, the same setup is used as a service to terminate modem calls in a remote location when a customer only has voice-over-IP capabilities.